N-FOCUS Major Release
Economic Assistance
March 20, 2011

A Major Release of the N-FOCUS system is being implemented on March 20, 2010. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.
Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.
Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.
Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, FSP, CC, FW, IL, MED, and Retro MED should read this section.

Table of Contents

General Interest and Mainframe Topics

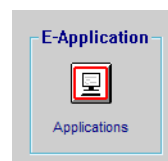
E-Application Processing (New)

The way Electronic Applications will be accessed by Application Managers has changed with this release. These Release Notes will provide an overview of the changes. Some of the changes you will notice are that N-FOCUS will now automatically assign the next available E-App to the worker, there is no longer a list from which to choose.

It is recommended that you also review the Electronic Application Processing demonstrations that can be located in the Demonstrations section of N-FOCUS Online Help under topic Application Management.

Main Menu E-Application Icon (Change)

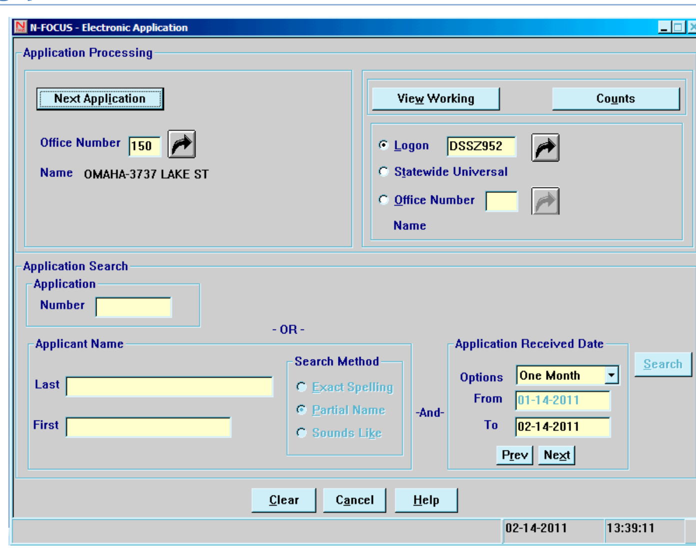
The E-Application icon on the Main Menu will no longer be called List; instead it will now be call Applications. When this icon is selected, the new Electronic Applications Window will display.



Electronic Application Window (Change)

The Electronic Application window has been revised to offer new functionality to Application Management staff.

Instead of accessing a list of E-Apps, the worker will now click the Next Application pushbutton on the Electronic Application window. The next available E-App will be automatically assigned to the Application Manager for processing.



The E-Apps will display on the Detail Electronic Application window. SNAP Expedited E-Apps will be processed first, based on the date submitted. Once all of the SNAP Expedited E-Apps have been processed, the other E-Apps will then be assigned to the Program Managers based on the Date they were submitted.

Additional changes have been made to this window. Each section and the changes that have been made will be addressed separately in these Release Notes.

Application Processing Next Application Button (New)

Valid E-Application Offices (New)

E-Applications will only be distributed to the Application Manager if they have a Valid Electronic Application Office indicated in the Application Processing Office Number and Name section of the Electronic Application window.

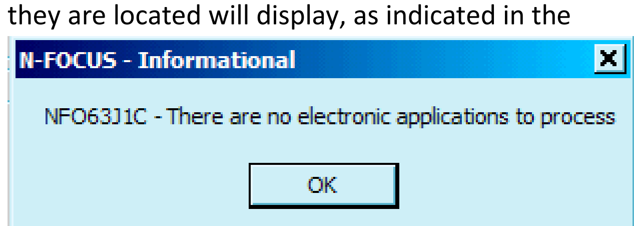
The following is a list of valid Electronic Application Offices:

- **Northern Service Area** - Norfolk Local Office- 141- (not served by a Customer Service Center)
- **Western Service Area** - Gering Local Office – 124 - (not served by a Customer Service Center)
- **Central Service Area** - Grand Island So Pine Local Office – 125 - (not served by a Customer Service Center)
- **Southeast Service Area** – Lincoln ACCESSNebraska Document Imaging Center – 382 - (served by the Lincoln ACCESSNebraska Customer Service Center)
- **Eastern Service Area** – Omaha ACCESSNebraska Document Imaging Center – 383 - (not served by a Customer Service Center)

Note: The County entered by the client for their home address will determine the Office to which the application will be directed.

Application Processing Next Application (New)

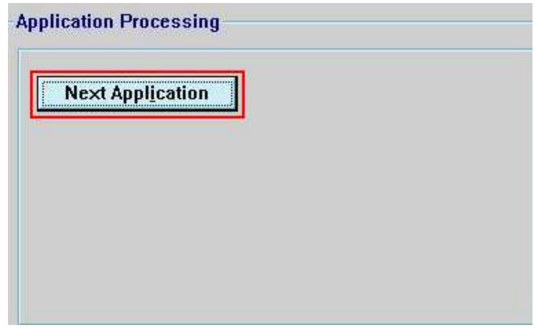
If the worker is assigned to a Non-Universal Caseload office, with the Function of Application Management, the Office Number and Name to which they are located will display, as indicated in the above screen print. If the office to which they are assigned is not a valid E-Application Office, the message `There are no electronic applications to process' will display when they click the Next Application pushbutton.



In order to receive an E-App to process, the Application Manager will need to change the Office Number and Name to a Valid E-App Office. This process will be covered in the `Changing the Office Number and Name' section later in this document.

Universal Caseload Office

If the worker is assigned to a Universal Caseload office, with the Function of Application Management, the Next Application pushbutton will be active.

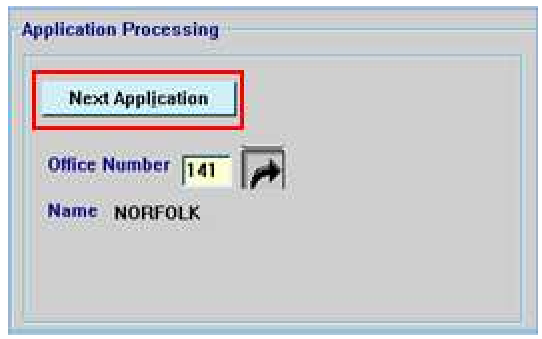


If the worker is assigned to any other function, the Next Application pushbutton will be disabled.

Note: Since UC Workers do not need to be concerned with Office Number and Name, they can skip forward to the **Electronic Application View Working Pushbutton** section of this document.

Assigned Office (New)

The Office Number and Name will reflect the Office your position is assigned to. If your office is not a Valid E-App Office, you will need to select the Valid E-App Office you are pending cases for before you will be able to process Electronic Applications. Once a Valid Electronic Application Office Number and Name are displayed on the Electronic Application window, click the Next Application push button. (Refer to the Valid E-Application Offices section of this document for a list of Valid E-App Offices.)

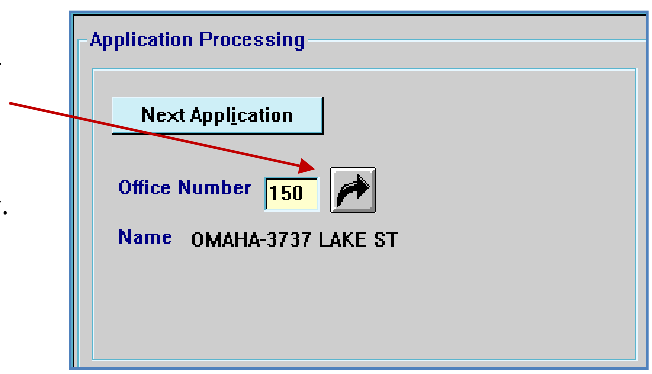


The Detail Electronic Application window will display information regarding the next application you are to process. SNAP Expedited Applications will be displayed for processing prior to other types of applications based on the date the E-App was submitted. Next the other types of E-Apps will be presented based on the date of submission.

Changing the Office Number and Name (Change)

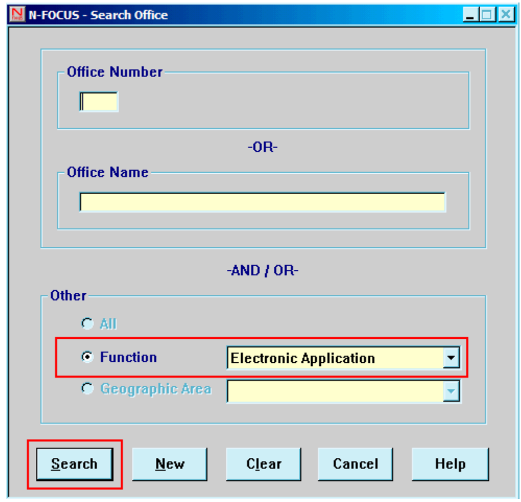
The following steps should be followed to change the Office Name and Number to a Valid E-Application Office.

1. Click the Out Select Arrow.
   The Search Office window will display.



Note: The Search Office pop up will display with the Function Electronic Application is the default.

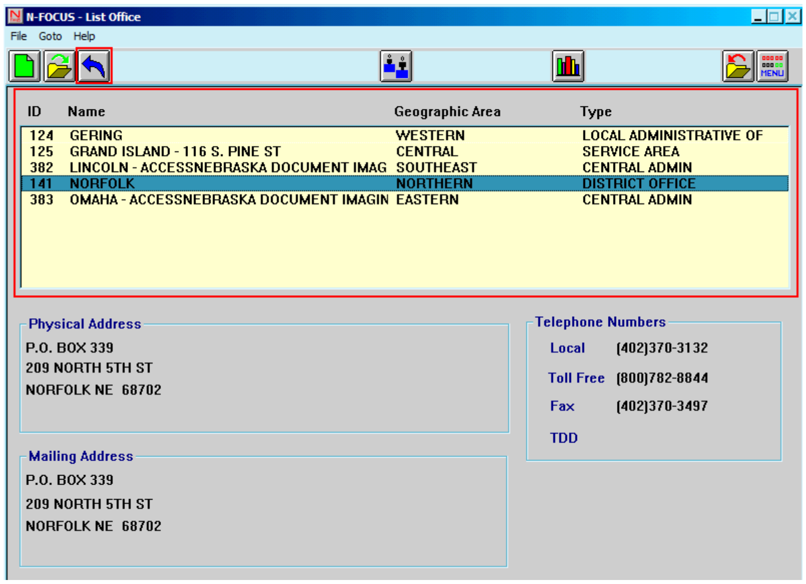
2. Click the Search button.



The List Office window will display with the Valid Electronic Application Offices displayed.

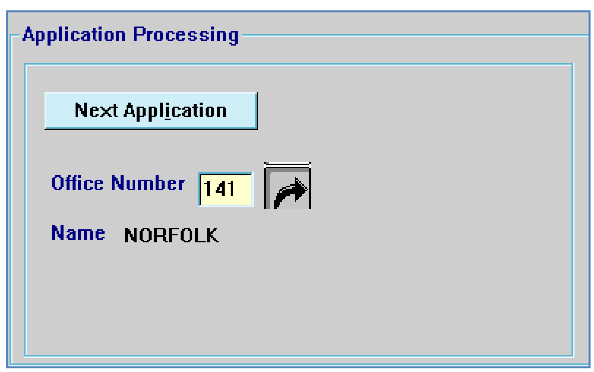
3. Select the appropriate Office.
4. Click the Blue Select Arrow.

The Electronic Application window will display with the valid E-Application Offices displayed.



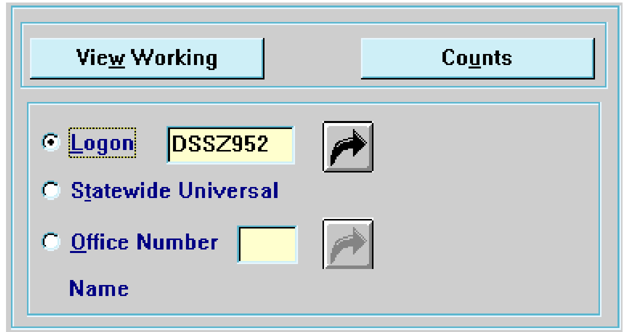
Once the Office Number and Name indicate a Valid E-Application Office, when the Next Application pushbutton is clicked, you will be navigated to the Detail Electronic Applications window. The next available E-App will be automatically assigned to you in Working status.

Please refer to the `Processing the Next Application' section of this document for instructions regarding the Detail Electronic Applications window.



Electronic Applications View Working Pushbutton (New)

The View Working pushbutton will provide you with a list of e-applications that are in Working Status for the Logged On Worker or for the Statewide Universal caseload or a specific Office.

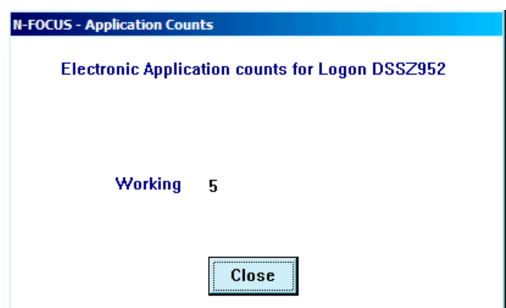


The Logon ID can be changed should you wish to view E-Apps that have been assigned to a different Logon ID. Supervisors may want to do this to check if an absent employee has any E-Apps left in Working Status.

IMPORTANT NOTE: It is recommended that each morning, Application Managers click the View Working push button to see if there are any applications still assigned to them in Working Status from the previous day. Each worker is only allowed to have five (5) electronic applications assigned to them at any one time.

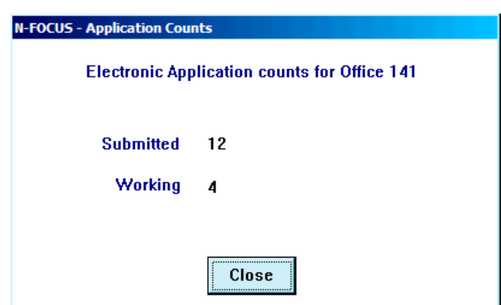
Electronic Applications Counts Pushbutton (New)

The Counts pushbutton will provide statistical information regarding the number of electronic applications in Working Status for the Logged On worker.



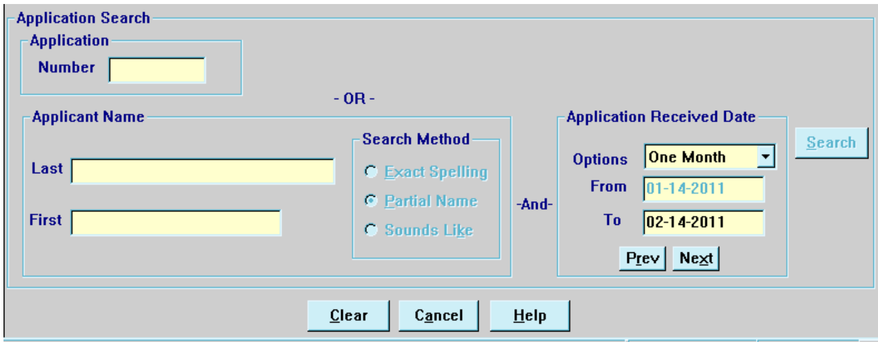
Note: The Logon ID can be changed, should you wish to view Counts that have been assigned to a different Logon ID. Supervisors may want to do this to check if an absent employee has any E-Apps left in Working Status.

- When viewing the Counts for the Logon ID, the number of applications in Working Status will display.
- When viewing the Counts for Statewide Universal or a specific Office, the number of electronic applications in Submitted or Working Status for the Statewide Universal Caseload or a specific Office will display.



Application Search Section (Change)

The Application Search section of the Electronic Application window allows for search of an Electronic Application regardless of Status. The search criteria can consist of a specific Application Number or an Applicant's Name and the Application Received Date.



- When searching by the Application Number, only one application will display on the List Electronic Application window.
- When searching by Application Name and Application Received Date, multiple applications may display on the List Electronic Application window.

Application Received Date Options (Change)

When searching by an Applicant Name, you must include information in the Application Received Date fields. Select the Options of One Week, One Month, Six Months or Enter Dates. The From and To fields will default based on the current date. You can also enter custom dates, with a range of no longer than six months. (The above screen print shows the default for a One Month search on 02-14-2011.)

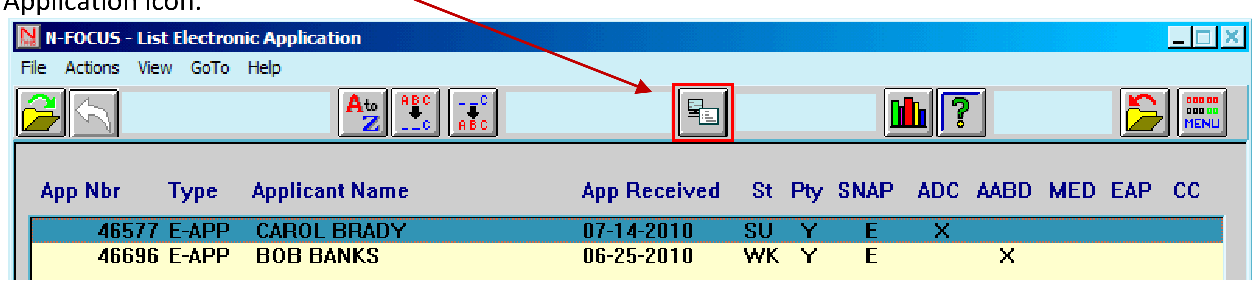
The Prev and Next buttons will adjust the dates to the Previous or Next date range based on the Options selected from the drop down.

Electronic Applications that match your search criteria will display on the List Electronic Application window.

List Electronic Application Window (Change)

The List Electronic Application Window will provide a list of applications that meet your search criteria. The list could consist of one or multiple applications.

To access a copy of the Electronic Application, highlight the appropriate application row and click the Application icon.



Double-click the appropriate application row to access the Detail Electronic Application window.

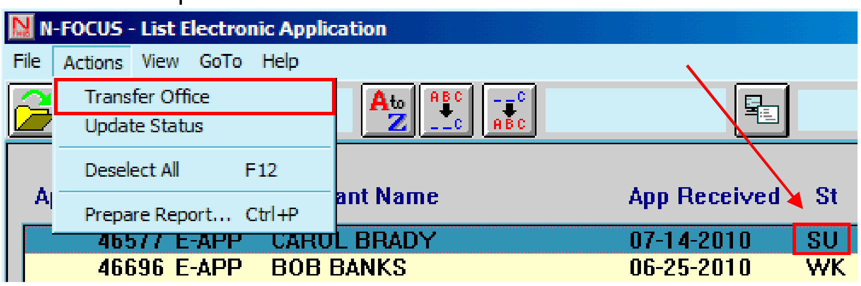
Transfer E-App Office (Change)

An E-App can be transferred to a different office from the List Electronic Window. To do so, follow these steps:

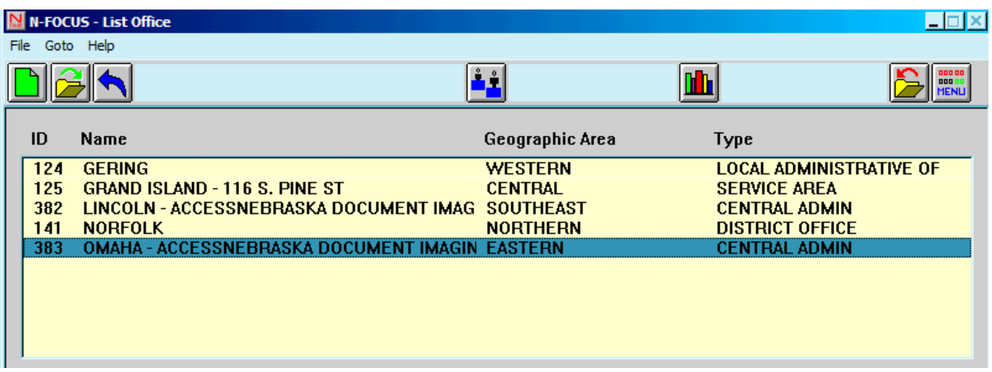
1. From the List Electronic window, select (highlight) the appropriate E-App.

   Note: Applications can only be transferred that are in Submitted status.

   Applications can also be transferred from the Detail Electronic Applications window, Actions>Transfer Office option.

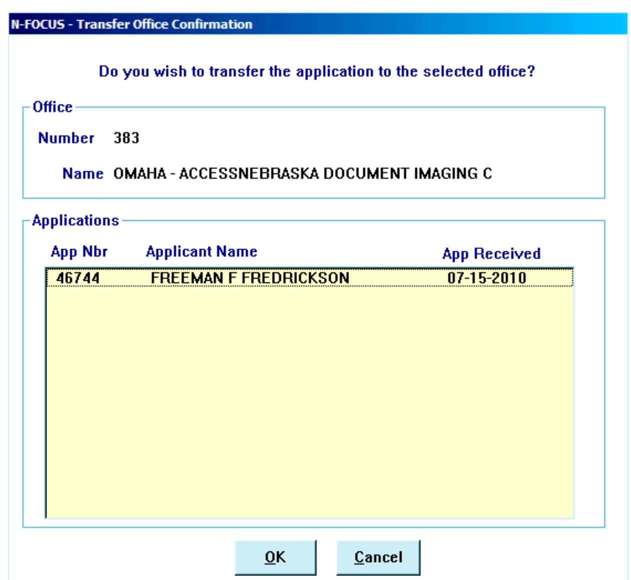


2. Select Actions>Transfer Office.
   The Search Office window will display with the Function Electronic Application selected.
3. Click the Search button.

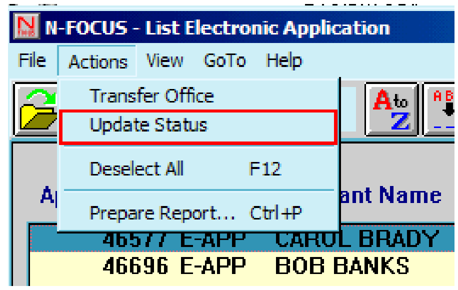


   The List Office window will display. The offices that will be listed are the Valid E-Application Offices.

4. Select (highlight) the appropriate office.
5. Click the Blue Select Arrow.
   The Transfer Office Confirmation window will display.
6. Click OK.
   The List Electronic Application window will display indicating the new Office Assignment.



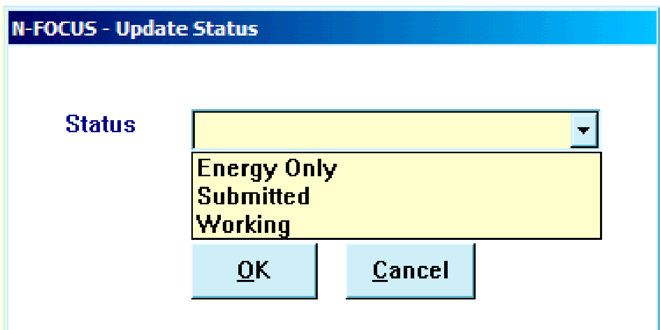
Update E-App Status (Change)



The status of an E-App can be updated from the List Electronic Window. You can also now Update the Status of an E-App from the Detail Electronic Applications window, Actions>Update Status option.

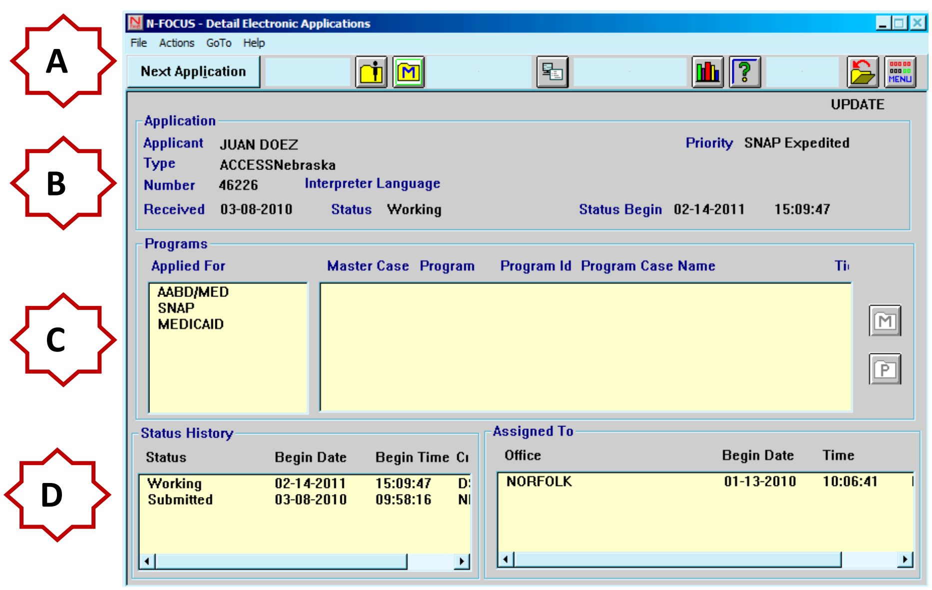
To Update the Status of an E-App, follow these steps:

1. From the List Electronic window, select (highlight) the appropriate E-App.
   The Update Status pop up will display.



2. Select Actions>Update Status.
3. Select the new status from the Status drop down.
   The options available are Energy Only, Submitted or Working.
4. Click OK.
   The List Electronic Application window will display with the new Status indicated.

Detail Electronic Applications Window (Change)



The Detail Electronic Applications window will provide you with basic information regarding the Electronic Application. Processing this application can be completed from this window.

The following information will provide information regarding each field and section of this window.

Toolbar Section

A Toolbar Icon Name	Description
Next Application	When the Next Application pushbutton is clicked, the Application Manger is automatically assigned the next available E-App. The E-App is automatically placed in Working status.
Person Search	The Person Search icon has been added to this window. This will allow the workers to conduct Person Clearance processes directly from this window.
Master Case Search	The Master Case Search icon has been added to this window. This will allow the workers to conduct Person Clearance processes directly from this window.
Application	The Application icon will open the E-App the client completed. **Processing Tip** – Have the Application on your second monitor as you process the E-App.

Application Section

B Field Name	Description
Applicant	The Applicant's Name as indicated on Application
Priority	If this is a SNAP Expedited Application, this will be indicated in this field. If it is not, this field will be blank. SNAP Expedited Applications will display in reverse chronological order before other types of E-Apps
Type	The type of application received. This will be either ACCESSNebraska or SSA LIS
Number	The random number given to the electronic application
Interrupter Language	If an interpreter is needed, the spoken language will display. If no interpreter is needed, this field will be blank. **Note** – Information only displays in this field if the applicant selected the Interpreter Needed option on the E-App.
Received	The date the electronic application was received.

B Field Name	Description
Status	The current Status of the electronic application. When accessing the Detail Electronic Application window through the Next Application push button, the application Status will automatically change to Working. This status indicates the application has been assigned to the Application Manager.
Status Begin Date	The date and time the application was placed in the current Status

Programs Section

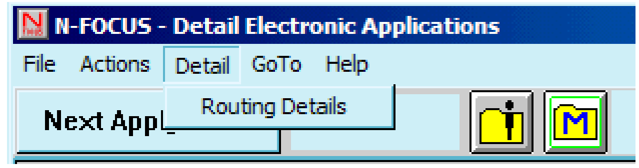
C Field Name	Description
Applied For	The Programs the applicant indicated on the application
Master Case, Program, Program ID, Program Case Name, etc	This field will contain information once the electronic application has been tied to a Master Case.
Master Case and Program Case Icons	These icons will become available when a Master Case row is selected

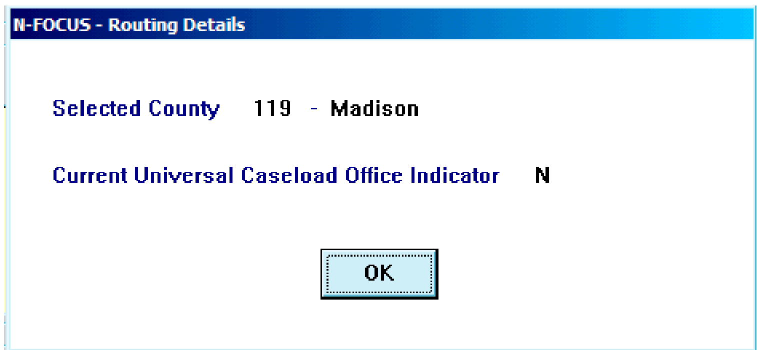
Status History Section

D Field Name	Description
Status, Begin Date, Begin Time, etc	A history of the application's Status. Submitted indicates the day the electronic application was Submitted by the applicant. Working indicates the e-app has been assigned to an Application Manager. Registered indicates the e-app has been tied to one or more Program Cases.
Assigned To	This field indicates to which Office the e-app has been assigned

Routing Details

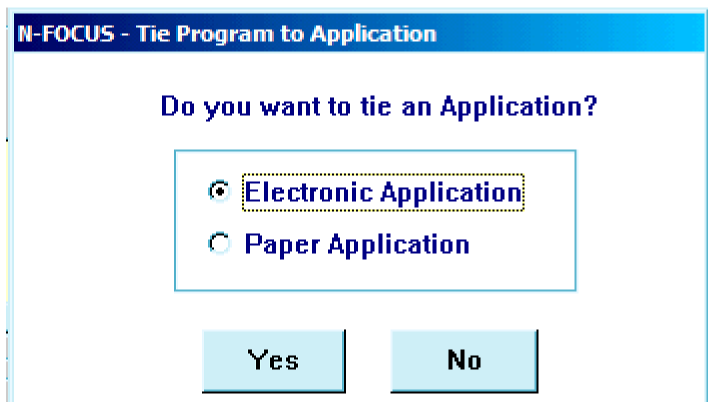
Routing Details will display the County the applicant selected to indicate their place of residency. It will also indicate if the Application is assigned to a Universal Caseload Office. To access the Routing Details, navigate to the Detail Electronic Applications window and select Detail>Routing Details.





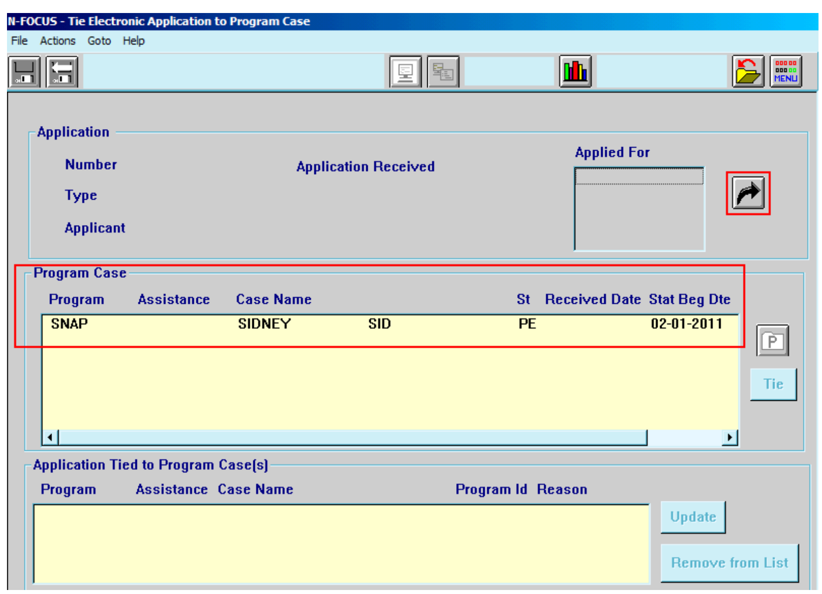
Tie an E-App in Mainframe (Change)

When you process an E-App (Register, Add or Reopen a case) you will be asked to tie the application. Depending on the circumstances of the case, an application can be tied in the Mainframe or in Expert System. The following instructions refer to how to Tie an Application in the Mainframe.

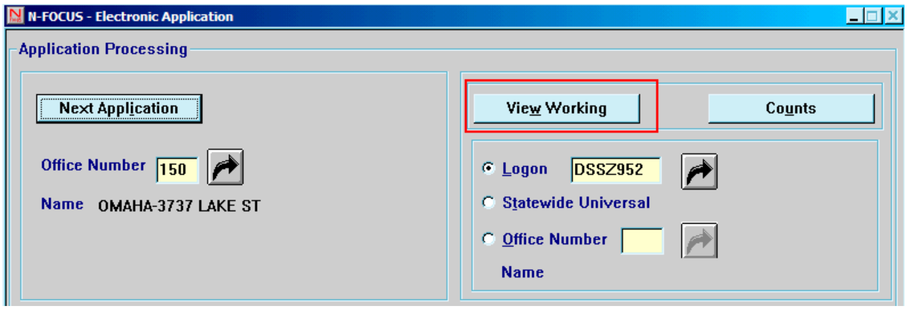


1. During the registration process for an Electronic Application the Tie Program to Application pop up will display.
2. Click the Electronic Application radio button.
3. Click Yes.

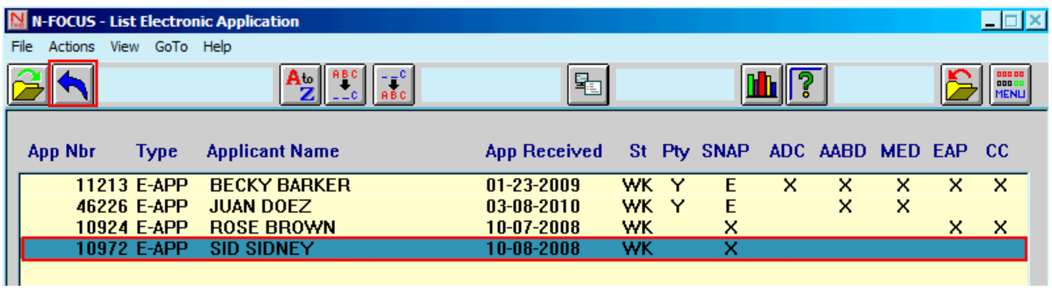
   The Tie Electronic Application to Program Case window will display with the Program Case information documented.



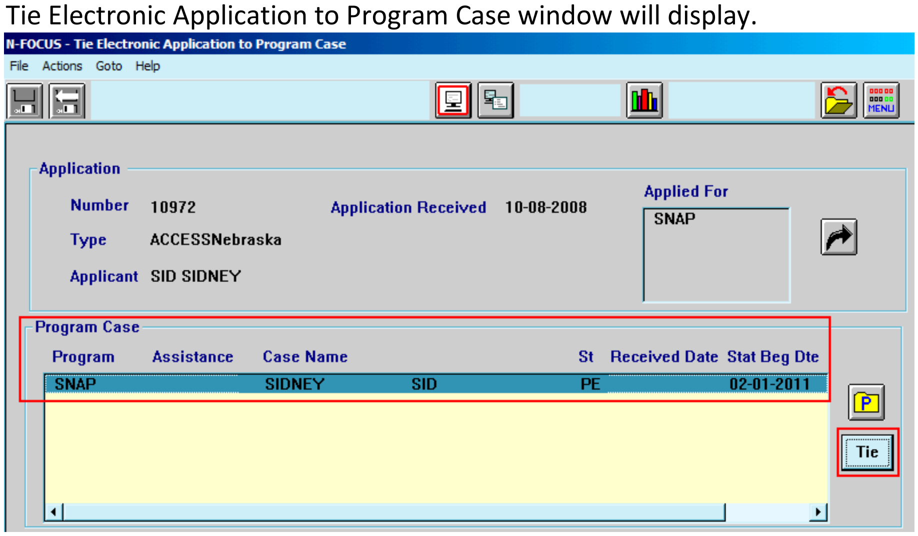
4. Click the Black Select Arrow to locate the E-App that is to be tied.
   The Electronic Application window will display.



5. Click the View Working button to view the E-Apps that are currently in Working Status for the Logon ID.
   The List Electronic Application window will display.



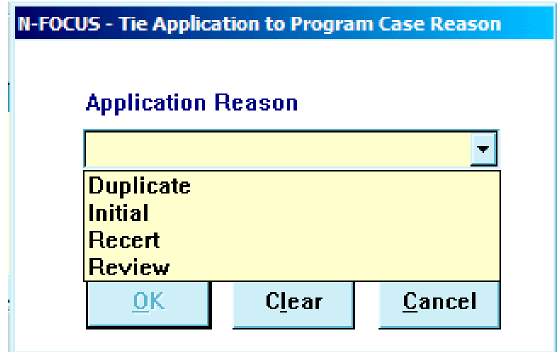
6. Select (Highlight) the appropriate E-App.
7. Click the Blue Select Arrow.
   The Tie Electronic Application to Program Case window will display.



8. Select (Highlight) the Program Case to be Tied.
   You can multi select Program Cases if appropriate.
9. Click the Tie button.

The Tie Application to Program Case Reason pop up displays.

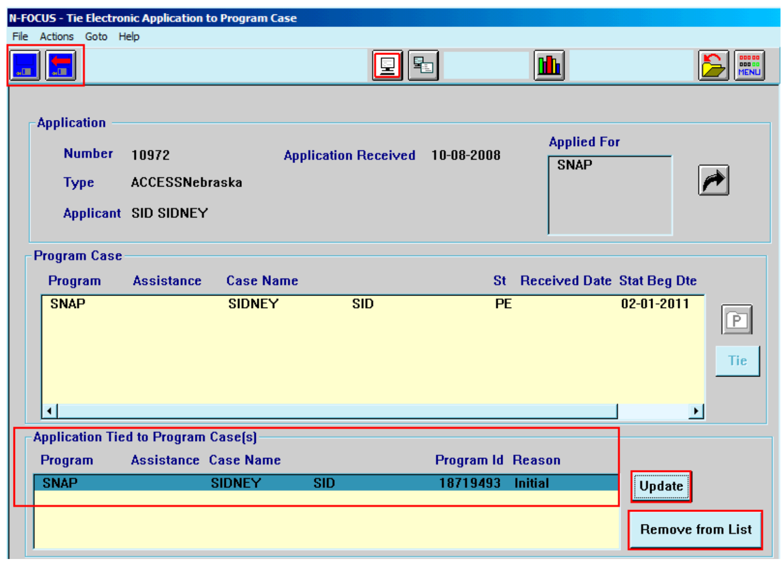
10. Select the appropriate Application Reason.
11. Click OK.



The Tie Electronic Application to Program Case window displays with the Application Tied to Program Case section completed.

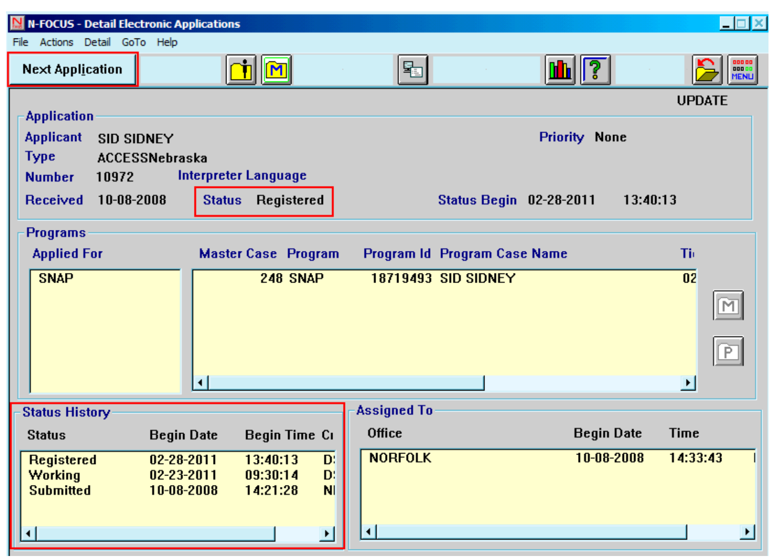
Note: If you need to Update the Tie or Remove the Application Tied to the Program Case, select (highlight) the Program information and click the Update or Remove from List buttons.

12. Click the Save or Save and Close button.



Note: This completes processing for an E-App. If you navigate back to the Detail Electronic Application window for this E-App, (by closing each window) you will see that the Status is now shown as Registered. The Status History of the E-App displays the progression of the E-App.

13. Click the Next Application to be given another E-App to process.

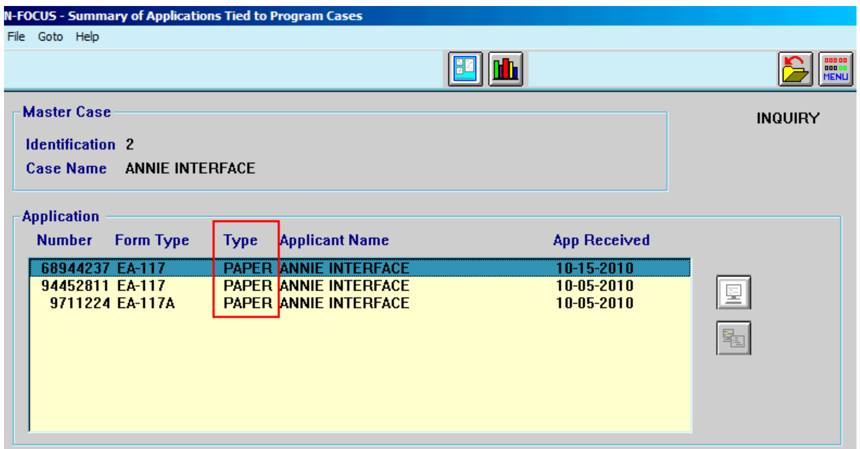


Application Received Date When Tied (Change)

The most recent Application Received Date for a program is automatically entered when the application is tied. You will now be able to change this date if appropriate.

Summary of Application Tied to Program Cases Window (Change)

Previously the type of applications tied was indicated by a two letter abbreviation. Now the three types of applications will display as PAPER for a Paper application, E-APP for an Electronic ACCESSNebraska application and SSA-L for a Social Security Administration Low Income Subsidy application.



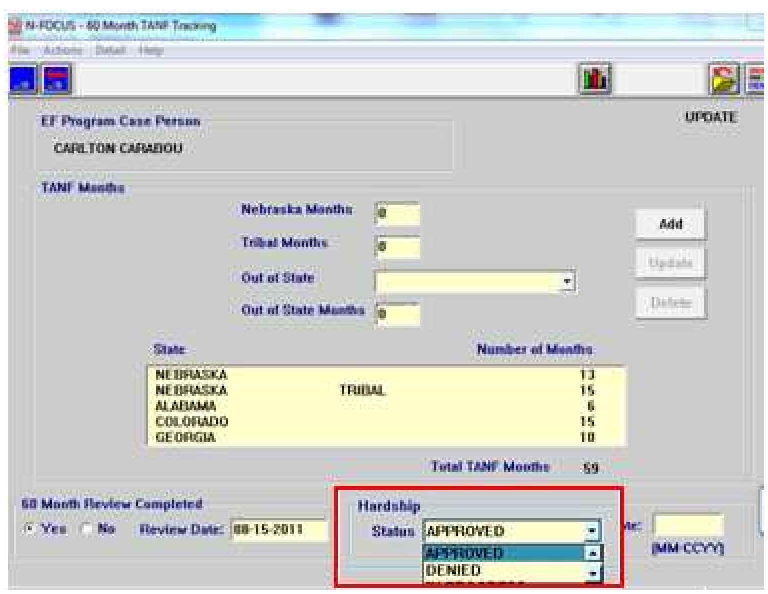
Hardship Status and TANF Tracking (Change)

A ‘Hardship’ indicator has been added to the 60 Month TANF Tracking view. This indicator will be controlled by the TANF Policy Staff and/or the EA Program Accuracy Specialists.

60 Month TANF Tracking Hardship Status (New)

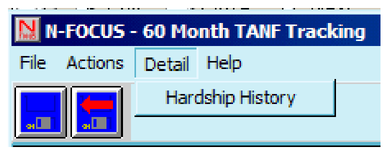
The TANF Policy Staff or PAS Program Specialist will place the Hardship Status in Approved, Denied or In Progress status. The Budget Manager windows will reflect the status chosen.

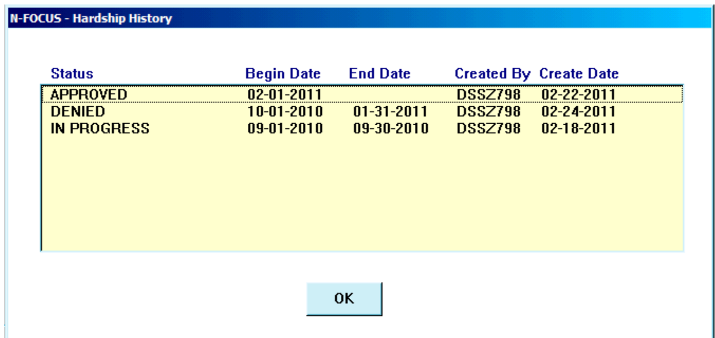
Budget Manager will use this indicator to set the status of PAE Budgeting in the Expert System.



Hardship History Window (New)

The history of a client's hardship status can be viewed from the 60 Month TANF Tracking window by selecting Detail>Hardship History.





SSN Field (Change)

The SSN Field has been changed to accept numbers beginning with the number 8. This is being done to coincide with new numbers being issued by the Social Security Administration.

Date of Death Field (Change)

When the Date of Death is entered on a Person Detail, if that person has Medicare Part A and B, N-FOCUS will end-date these Medicare programs. The date that will be entered will be the last day of the month that coincides with the person's date of death.

Viewing Employment First History (Change)

Monthly Participation Tracking will now display information for 12 months prior to the current date and will allow updating any of the prior 12 months. EF History display has been increased to the past 24 months.

Employment First Case Action (Change)

The updating of Employment First Case status is no longer limited to the current quarter. Employment First cases can now have their status retroactively changed.

Note: It is important to process ADC/MED budgeting for the retroactive months that the EF case was changed. If this is not done, the Fund Code may be incorrect.

Emergency Assistance (Tip)

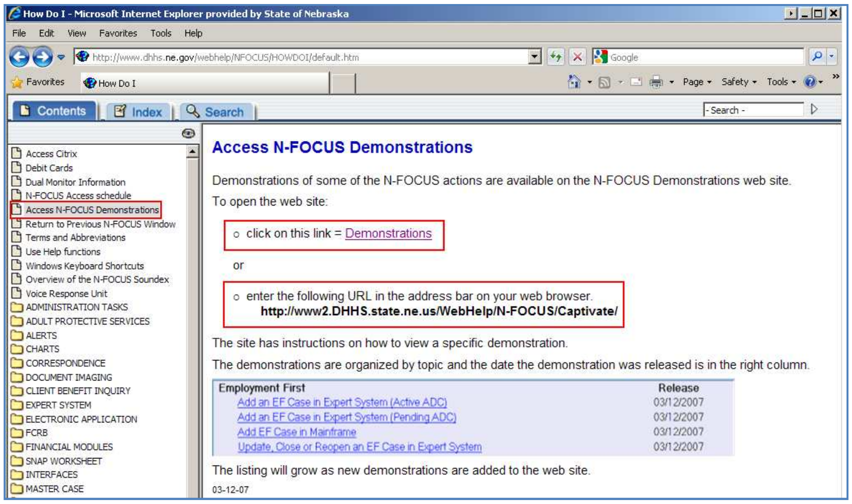
Emergency Assistance is only for Families. It is not an available benefit on AABD cases. Even though it is currently possible to provide this benefit for AABD case on N-FOCUS, please do not do so.

On-line Training Demonstrations (New)

The following new N-FOCUS On-Line Training Demonstrations are available with this release.

- Topic Area – Application Management
    - Electronic Application Processing
- Topic Area - Preventing Duplicate Persons
    - Preventing Duplicate Persons Overview
    - Basic Person Search
    - Unborn Issues

To access these training demonstrations, follow these steps:



1. Select N-FOCUS Help>How To…
2. Select the Access N-FOCUS Demonstrations option on the Contents page.
3. Click the Demonstrations link.
   -Or-
   Enter the following URL address in the Address Bar on your Web Browser:
   http://www2DHHS.state.ne.us/WebHelp/N-FOCUS/Captivate
   The N-FOCUS Demonstrations window will display.
4. Click the View Demonstrations pushbutton.
5. Select the appropriate Topic and Title.

Correspondence

Notice Template EF Addition (New)

The EF (Employment First) program has been added to the Notice Template. The EF options added will allow notices to be sent for SRT Approvals and Denials as well as Supportive Services Approvals and Denials.

Notification to a Nursing Facility (New)

When an administrative role of Nursing Home Representative is added, an automatic notice will be created to the facility alerting the facility that the client is either a pending or active Medicaid client and a referral to Senior Care Options (SCO) is required.

If a referral to SCO is not made, or the person does not meet level of care criteria, Medicaid will not pay for NF services. This correspondence can also be created on-line from the Program Case window in the normal correspondence flow.

SNAP Notice – Change in Net Income (Change)

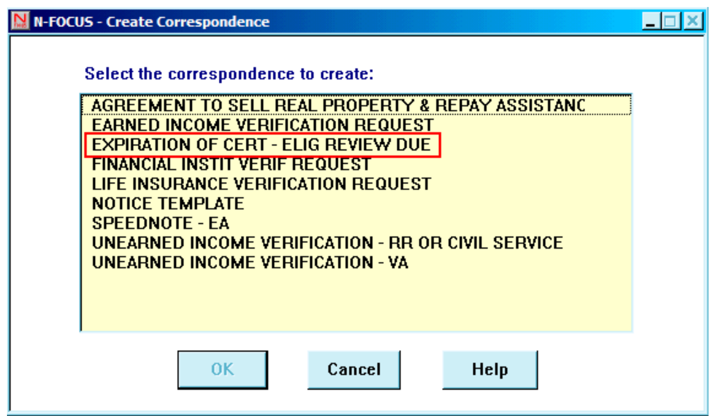
SNAP notices will now indicate `Net Adjusted Income Changed' as the reason when the Net Adjusted Income amount changes on the SNAP budget. Previously, when the Net Income changed for any reason, including expense changes, the notice indicated that there was a change because "Income Increased" or "Income Decreased". This was misleading.

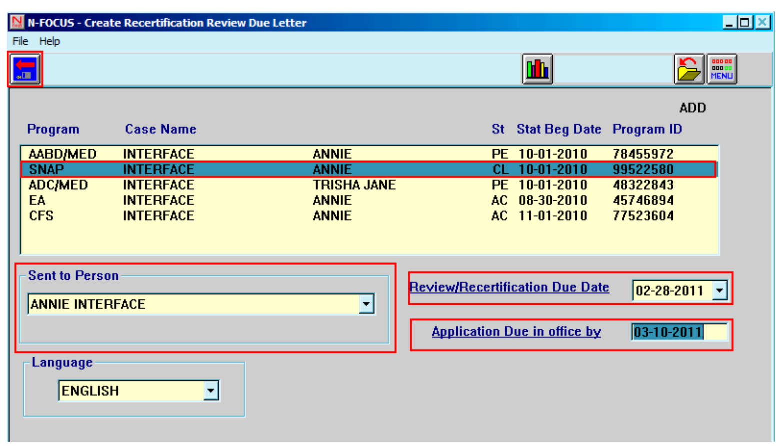
Expiration of Certification Period/Review Due Letter Created On-Line (New)

The Expiration of Certification Period/Review Due letter is created in batch each month on the 20th day of the month before the Recertification or Review is due. In some cases the letter is not created in batch. An example of when this might happen is if the case is closed on the 20th of the month for the next month when the review or recertification is due.

If the client complies later in the month the worker may now create an Expiration of Certification Period/Review Due letter to send to the client. To create an Expiration of Certification Period/Review Due letter follow these steps:

1. On the Detail Master Cases window select the Correspondence icon. The Search Correspondence window will display.
2. Select New
   The Create Correspondence window will display.
3. Select Expiration of Cert – Elig Review Due.
4. Click OK.
   The Create Recertification Review Due Letter window will display.
5. Select the Program case or cases that need the Review or Recertification
6. Select the Send to Person
7. Select the Review/Recertification Due date from the drop down list.
8. Enter the Due date that the new application is due in to DHHS
9. Click Save and Close.





The Expiration of Certification Period/Review Due letter will be created that night and mailed the following day.

Letters created online will not create a Review Application Due Date in Review Tracking and no automated Alert will be created. Workers may need to set a Worker Alert for 30 days following the Review Due Date to make sure the Review is completed.

School District Notice Letter (Change)

The following changes to the School District Notice Letter.

- When creating the letter, a Purpose must be selected.
    - Initial Custody
    - Child Placement
    - Parental Rights Term/Rel
    - Change Parental Involvement
    - Custody Ended
- The wording of the Letter will change based on the Purpose selected.
- When a Placement is documented on N-FOCUS, the user will receive a pop up message reminding them to create the School District Notice Letter.
- If School Attendance has not been documented when creating the School District Letter, the user will be able to flow to Person detail to add the information.
- When entering the School District information for the letter, there will be an Out Select arrow to the School District list.
- At the bottom of the letter the wording has been changed from "Send Copies to" to "Print Copies for."
- The Service Coordinator Name and Phone Number have been added to the Case information provided in the upper right hand corner of the letter.

Select Worker Name When Creating Correspondence (Fix)

All correspondence created for a Universal Caseload case uses ACCESSNebraska as the contact information. The Select Worker Name pop-up window will only display when creating correspondence for a case(s) still designated as assigned.

Sanction Notice (Fix)

The person who is being sanctioned no longer has to be the program case name person. There was an error in the past when the notice was created and the sanctioned person was not the program case name person. This has been fixed.

Preprint Billing Documents (Fix)

A problem was discovered after the November release in that N-FOCUS Preprint Billing documents created in batch and online via the service authorization window could not be created if the Program Case name had an Out of State address. This also affected Case Person Reimbursement Service Authorizations. This problem was corrected for batch Preprint Billing Documents in January.

The problem for online billing documents created through the Service Authorization and Case Person Reimbursements will be fixed with this release. This issue mainly affected Child Care cases related to Child Welfare. If the Child Care Case has a Program Case Name that is out of state and an assistance code of Without Regard to Income, the billing document will list the Primary Worker's Office.

For Universal Caseload eligible cases, if the program case name is out of state, the billing document will use the Lincoln Office as a default Office (this should be rare).

Alerts

The following new alerts and changes to existing alerts will affect both Assigned Cases and cases within the Universal Caseload unless otherwise indicated.

Waiver Case Alert #367 Review Completed (New)

This alert is created to notify Waiver Workers that the Medicaid review has been completed for their Waiver Client.

Alert Text – The Medicaid review has been completed.

Waiver Case Alert #368 Waiver Status Change (New)

This alert is created to notify Waiver Workers that the status of the Waiver case has changed.

Alert Text - The status of the Waiver Program Case has been changed to (pending, active, closed or denied)

Waiver Case Alert #370 Review Letter Sent (New)

This alert is created to notify Waiver Workers when the Medicaid 45 – Day Review Letter was sent to their Waiver client.

Alert Text – A Review Letter was sent for this Program Case.

Economic Assistance Alert #369 WP-3 Created for EF (New)

There are now separate WP-3 alerts.

- Alert #369 will be created when a State Worker creates a WP-3 and will go to the EF Worker.
- Alert #352 will now only be created when the EF Worker creates the WP-3 and the alert will go to the State Worker.

Alert Text - A status change report has been created for (EF Program Case Name). See WP-3 for further information.

Economic Assistance Alert #371 Received > 55 Months of TANF (New)

This alert is created for EF and ADC workers when someone who is pending in an ADC Case has received more than 55 months of TANF.

Alert Text - (First and Last Name of Pending ADC/MED Participant) has received (total number of months received) months of TANF and is a pending participant in ADC/MED. Review hardship status and take appropriate action.

Economic Assistance Alert #372 SNAP LIHEAP Cases with No SUA (New)

This alert replaces the `SNAP HEA Cases with No SUA' Report.

Alert Text - SNAP household received Energy Assistance in the current energy year and has no SUA or an incorrect SUA amount in the budget.

Economic Assistance Alert #373 Continuous Eligibility Funds (New)

This alert replaces the `Continuous Eligibility Greater Than 6 Months' Report. The alert will be created when at least one participant in a MED case has been continuously eligible for 6 months or more.

Alert Text – Medicaid case (Program Case Number) has at least one participant who has been continuously eligible for 6 or more months. Take appropriate action.

Economic Assistance Alert #374 Report Form Received (New)

This alert is a new Mail alert that is created when an IRF or QRF is scanned and indexed to the new Report Form category. This alert will create a High Priority Work Task for Pending, Closed and Active cases.

Alert Text – A Report Form has been scanned for persons in the Master Case. The form may pertain to more than one Program Case and to more than one person. View by going to Document Imaging.

Economic Assistance Alert #376 Federal Poverty Level Kids with TPL (New)

This alert replaces the report of the same name. The alert is created when a child is budgeted at the 200% income level (Kids Connect) and the Third Party Liability (TPL) file shows they have health insurance.

Alert Text - (First name, first 4 characters of last name) is budgeted at the Kids Connection income level. TPL indicates health insurance coverage. A new MED budget may be needed.

Economic Assistance Alert #352 WP-3 Created for EF (Change)

There are now separate WP-3 alerts.

- Alert #352 will now only be created when the EF Worker creates the WP-3 and the alert will go to the State Worker.
- Alert #369 is a new alert that will be created when a State Worker creates a WP-3 and will go to the EF Worker.

Alert Text - A status change report has been created for (EF Program Case Name). See WP-3 for further information.

Alert #259 Interface Record (Change)

This Interface Alert will now create a Work Task for UC Cases. This alert is created when there is a change in BDX, SDX and IUC Income.

Alert Text - Interface record received from (interface type) for (Person's Name) on (Income or Expense) participant in (Program Case).

Alert #361 Mail Received (Change)

The text for this alert has changed.

Alert Text - Mail has been scanned for persons in the Master Case. Documents may pertain to more than one Program Case and to more than one Person. View by going to Document Imaging.

Alert #260 Send CHARTS Referral (Change)

With the February 16, 2011 interim release, the following change was made to this alert.

The CHARTS Referral Alert is no longer created for CMAP only cases because policy no longer requires a CHARTS Referral. This alert now creates a Work Task for Universal Caseload cases.

Verification Tracking Alert (Tip)

If items are not checked on the Verification Tracking window, and only Comments are entered, the Verification Tracking Alert will not be generated.

ABAWD Tracking Alert (Tip)

There will be no automated ABAWD Tracking Alert until 07/10/2011. Until that date workers will need to create an Alert. Following are instructions for this procedure:

1. After entering the MONTH ONE on the ABAWD Time Limited Tracking Window, Go to Detail Master Case.
2. Select the combined Alerts/Work Task icon and create an Alert.
3. Enter the Alert Display Date as thefirst day of two months following MONTH ONE. (Month three if no exclusions are met).
   Example: Month 1 is April, 2011 the alert Display Date should be June 1, 2011.
4. When alert is received, worker checks to see if ABAWD months were used.
   - If yes, enter month 2 and 3 on the tracking window, close the case and send the closing notice.
   - If no, proceed with case activities and set another Alert as necessary.

Electronic Application

New Locations Record of Where Electronic Application Completed (Change)

The following locations have been added as locations clients can select to record where they completed the electronic application. This information is for statistical purposes only:

- Food Banks
- Ponca Children's Medical Outreach Program
- One World Community Health Center

Electronic Applications Tracked by County (Change)

Electronic Application will now be tracked by County rather than by the DHHS Office.

Optional SSN (Change)

It is required that immigration status and an SSN be entered for each member of the household who is applying for Child Care, SNAP and/or Medicaid benefits. When it is indicated that specific people within the household are NOT applying for these benefits, the word `Optional' will display next to the SSN field.

The changes in this requirement are documented in the Rights and Responsibilities section.

Satisfaction Survey (New)

Customers will now be asked to complete a short Customer Satisfaction Survey after they have submitted their application. This will be added to the Electronic Application 04/01/2011. This is not mandatory. The following questions will be asked:

1. 1What is your county of residence?
   - A dropdown list is provided, this is the same as on the first page of the application
2. Where did you complete this survey?
   - The computer at your local DHHS Office?
   - Computer at home, at a family member or friend's home or at work
   - Community Agency
   - Library
   - Food Bank or Food Pantry
   - Hospital
   - Health Care Center
   - Public Health Agency
   - One World Community Health Center
   - The Ponca Children's Medical Outreach Program
3. Did you have another person assist you in completing the application?
   - Yes
   - No
4. How long did it take you to complete the application?
   - less than 20 minutes
   - 20-30 minutes
   - 31-45 minutes
   - More than 45 minutes
5. How many times have you used this web site to complete an application?
   - 1 or 2
   - 3 or 4
   - 5 or more
6. Have you used any of the following ACCESSNebraska web site options?
   - Do I Qualify
     - Yes
     - No
   - Report Changes
     - Yes
     - No
   - Benefit Inquiry

   - Yes
   - No
7. Did you find the directions and navigation through the application easy to follow?
   - Easier than most computer sites
   - Same as most computer sites
   - More complicated than most computer sites
8. About how many of the questions on the application did you answer?
   - All of them
   - Most of them
   - Some of them
9. Did you understand what information was being asked for on the application questions?
   - Very unstandable
   - Neither easy or hard to understand
   - Mostly hard to understand
10. Will you use the ACCESSNebraska web site again for services?
    - Highly likely
    - Likely
    - Not likely

Client Benefit Summary - Closed or Denied ARPS Removed (Change)

On the ACCESSNebraska Client Benefit Summary Participant History window, if a client's status is Closed, Denied, Ineligible or Sanctioned for more than one year, that client's information will be removed.

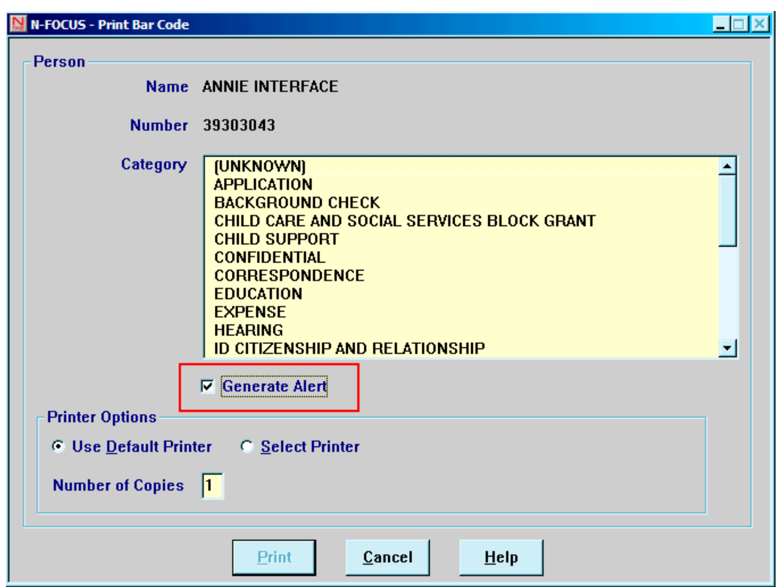
Document Imaging

Print Bar Code – Generate Alert (Change)

The Do Not Notify indicator on the Print Bar Code Sheet window has been changed to read as Generate Alert.

When the Generate Alert box is check, as in this example, an Alert will be generated to indicate a document has been scanned.

The default position for this option will be to NOT generate an alert when the Bar Code Sheet and attached documents are scanned.



Bar Code Sheet - Do Not Notify (Tip)

When the Bar Code Sheet is printed, the document will still have the Do Not Notify wording. If there is an **X** after the Do Not Notify wording, this indicates an alert will not be generated. If there is not an **X** after the Do Not Notify wording on the Bar Code Sheet an alert will be generated.

Developmental Disabilities Program

Program Cases Being Inadvertently Changed or Closed (Tip)

Recently a number of DDSC and DDAID Program Cases have been closed or changed inadvertently when an assigned worker is taking action on a large Master Case in which there are a variety of Program Cases present.

BE CAREFUL not to tamper with program cases for which you have NO responsibility. Although the Department is transitioning to what is called a Universal Caseload system of work assignment, certain programs will continue to Assign Program Cases to individual workers. Developmental Disability Programs, such as DDSC & DDAID and other DD programs, APS and CFS as well as other Child Welfare related programs included in N-FOCUS will continue to be assigned program cases. If you are making any changes to a Master Case, even if you have responsibility for most of the program cases within, don't assume you can or should take action on any program cases other than those for which you know you have responsibility.

If you have any questions about what your responsibility is, ask your supervisor. If there are still questions, you may contact Kate Mathias, Program Specialist at 402-471-8720 for assistance.

Expert System

Hardship Status and TANF Tracking (Change)

Enhancements have been made to Case Maintenance Case/Person Actions and Budget Manager to alert a worker, when a work eligible participant or financially responsible person has received more than 55 months on the "60 Month TANF Tracking".

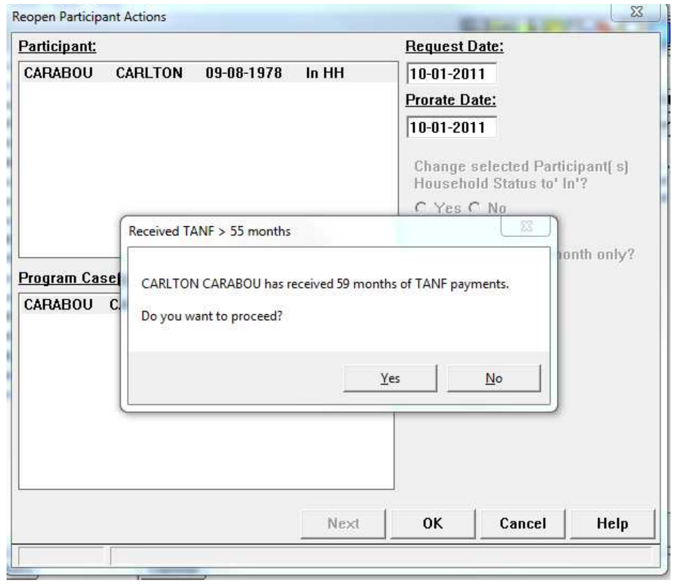
Refer to the Alerts section of this document to review the new Economic Assistance Alert #371 Received > 55 Months of TANF that is related to this change.

Client Has Received Greater Than 55 Months of TANF (Change)

When reopening an ADC/MED client who have received more than 55 months of TANF; the worker will receive an informational message. This message will be displayed in both Case and Person actions.

This message does not stop the processing; it is only an informational message.

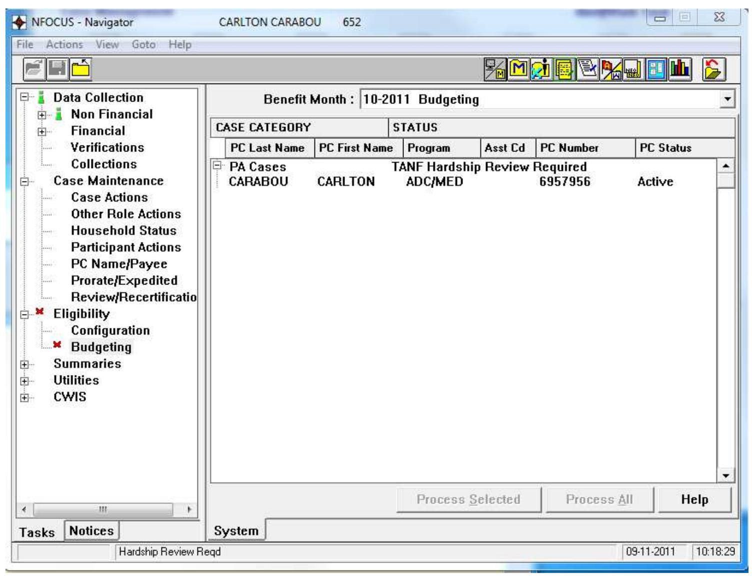
Clicking the OK button will trigger the Received > 55 Months of TANF Alert to be created.



Budget Manager Statuses (New)

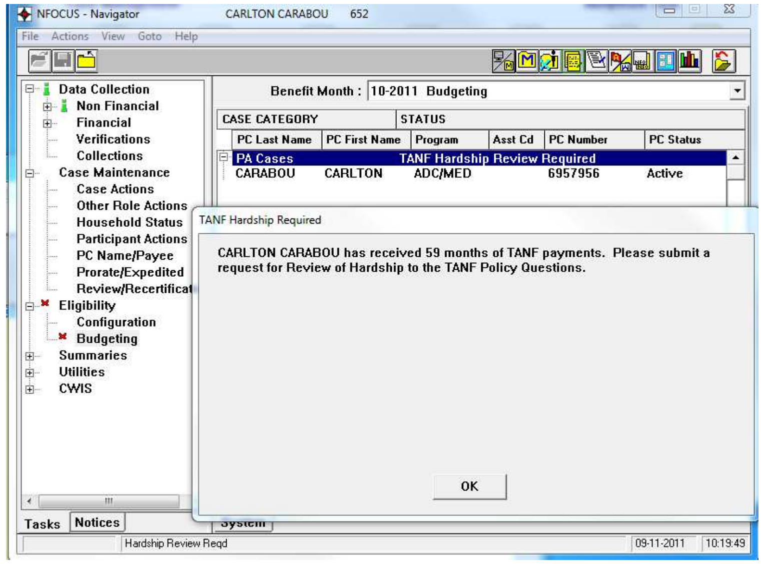
TANF Hardship Review Required (Change)

This budget manager status will be displayed when an ADC/MED participant or financially responsible adult who is work eligible, has received TANF benefits for more than 55 months and a hardship review has not been entered on the 60 Month TANF Tracking Window.



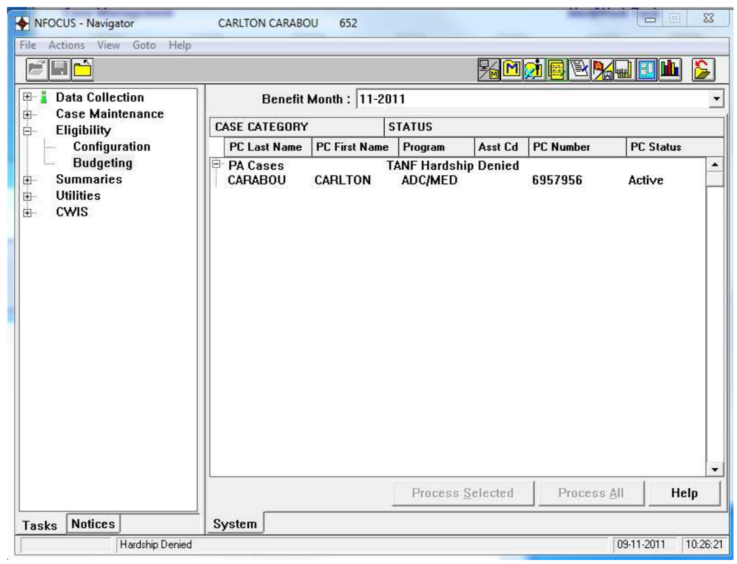
When the Status is selected, the TANF Hardship Required message will display.

NOTE: PAE budgeting CAN NOT be processed, until a Review for Hardship is received by the TANF Policy Questions and entered on the 60 Month TANF Tracking Window.



TANF Hardship Denied (Change)

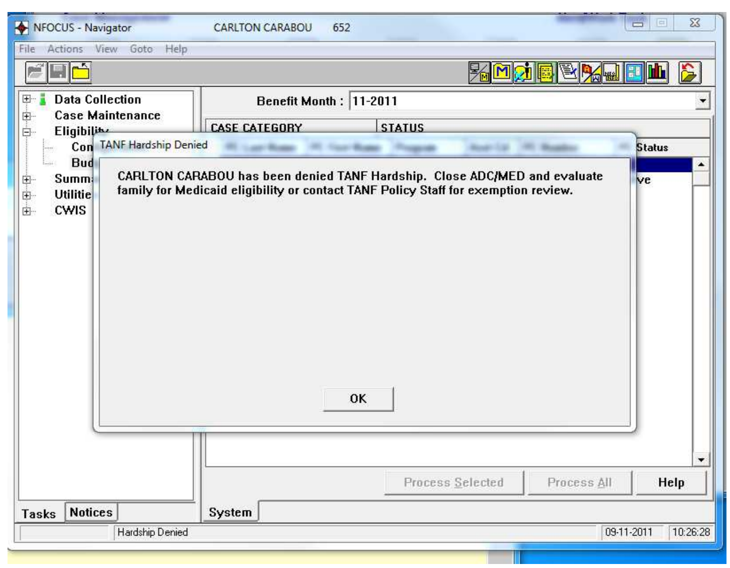
This budget manager status will be displayed when a participant or financially responsible adult, who is work eligible, has received TANF benefits for more than 60 months and the request for hardship has been Denied.



When the Status is selected, the TANF Hardship Denied message will display.

Clicking OK only closed the message. It does not initiate any other activity.

Click OK and either close the ADC/MED case due to Denial or if the adult is potentially eligible for an EF Exemption, contact TANF Policy Staff.



Convicted Drug Felon (Change)

To accommodate the differing ADC and SNAP rules regarding Convicted Drug Felons, the new Sanction/Closing Reasons Convicted Drug Felon (ADC) and Convicted Drug Felon (SNAP) have been added.

A conversion of existing Convicted Drug Felon Sanction Reasons will be completed with this release.

Veteran's Allowance (Change)

Veterans, who receive $90 VA Personal Needs continue to have that income disregard, however due to Federal guidelines, they also are additionally entitled to the $50 Personal Needs allowance if they are residing in a nursing home, acute hospital, ICF/MR or ALW facility.

This means Benefit Summary budget will only display a Medical Income Level of $50 for nursing home, acute hospital and ICF/MR and $674 for ALW.

SNAP Notice – Change in Net Income (Change)

SNAP notices will now indicate `Net Adjusted Income Changed' as the reason when the Net Adjusted Income amount changes on the SNAP budget. Previously, when the Net Income changed for any reason, including expense changes, the notice indicated that there was a change because "Income Increased" or "Income Decreased". This was misleading.

Sanction Notice (Fix)

The person who is being sanctioned no longer has to be the program case name person. There was an error in the past when the notice was created and the sanctioned person was not the program case name person. This has been fixed.

Medicare Part B Buy-In (Change)

Based on clarification of federal law from the Centers for Medicare and Medicaid Services (CMS), changes have been made in N-FOCUS regarding Medicare Part B Buy-In eligibility for those in the MSP and QI categories.

Note: Medicare Part B expense should always be entered and verified for those that are eligible for Part B. This expense is used in budgeting and used by the buy-in program to determine if a person is eligible for the State to pay the Medicare B Premium.

MSP (Change)

The earliest month of eligibility for the Medicare Savings Program is the month after the month of eligibility determination.

Example:

Application received on January 28th, worker processes the application on February 25th; even if the client meets the requirements in January and February, the first month they are determined eligible for MSP is March due to the implementation of a 'date test'.

Along with resource and income tests, we now display a 'Date Test' for MSP cases. The MSP budget will fail because of the Date Test for any budget month prior to and including the current month.

Budgeting will push you forward, even if all budgets are failed and the final budget is a MSP failed due to date test.

For the months that fail, the Expert System notice will indicate that the client has failed Medicaid eligibility due to resources, as they failed the MN budget first. If the final budget is a Pass / MS; there will be specific language explaining MSP eligibility.

QI (Change)

QI eligibility may occur for retro months, but only within the current calendar year. N-FOCUS budgeting has changed to only allow QI eligibility if the benefit month being processed is within the current calendar year. If the budget is in a prior year, then the budget will fail due to the 'Date Test' and the Expert System notice will use 'Over Income' as the Medicaid denial reason.

Medicaid Categories Chart (Updated)

Category	Available Service	Medicare Eligible	Eligibility rule	MMIS Interface
AABD/OMB	Full range of services	No Medicare		Eligibility date rows on Job 31 (MMIS)
AABD/QMB	Full range of services/buy-in	Must have Medicare	Eligibility for Part B Buy-In occurs the month after the month of determination	Eligibility date rows on Job 31 (MMIS) SPI Code E
MIWD	Full range of services/buy-in	May or may not have Medicare		Eligibility date rows on Job 31 (MMIS)
TMA	Full range of services/buy-in	May or may not have Medicare	Disabled or elderly person receiving Medicare may be eligible in the ADC/TMA category if their spouse receives TMA without a premium	Eligibility date rows on Job 31 (MMIS) SPI Code T
AABD/MN	Full range of services after client share-of cost	May or may not have Medicare	Clients with income 120% or less of FPL regardless of living arrangement will be buy-in eligible Those with income 101%-120% FPL may have retro Buy-In	Eligibility date rows on Job 31 (MMIS) as Reason code 400 and 450 after meeting SOC SPI Code C

Category	Available Service	Medicare Eligible	Eligibility rule	MMIS Interface
MSP/QMB	Medicare coinsurance/deductibles/buy-in	Must have Medicare	Eligibility for Part B Buy-In occurs the month after the month of determination	Eligibility date rows on Job 31 (MMIS) with SPI Code 1
SLMB	Buy-in only	Must have Medicare	Clients with income between 101% and 120% FPL Retro Buy-In is allowed for SLMB	Not on Job 31 (MMIS)
QI	Buy-in only	Must have Medicare	Clients with income between 121% and 135% FPL Retro Buy-In is allowed for QI but only within the current calendar year	Not on Job 31 (MMIS)

Changing Category Code in Configuration (Tip)

If you change the Category Code in Configuration you must run the budgets. If you do not, this will cause a failure with Interfaces and the system will close the Medical Benefits.

Adverse Actions and 10-Day Notice (Tip)

Do not take an adverse action on a case without giving at least 10 days notice prior to the effective date.

What is 10 day notice?

10 Day Notice as quoted from manual for ADC, AABD and Children's Medical:

"A timely notice must be dated and mailed at least ten calendar days before the date that action would become effective, which is always the first day of the month.

This means that for a 31-day month, the Notice of Action is mailed no later than the 22nd day of the month; for a 30-day month, no later than the 21st day; for a 29-day month, no later than the 20th day; and for a 28-day month, no later than the 19th day, to be effective on the first of the following month."

The SNAP manual information is similar to the above definition; however it has additional details relating to the SNAP Program. Refer to 475 NAC 4-003.04A if you are interested in reading the SNAP manual definition.